



Best Practices 2000

U.S. Department of Housing and Urban Development
NEW ENGLAND EDITION

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<http://www.hud.gov/bestpractices.html>

Issue No. 1

Welcome to the first issue of **Best Practices 2000 – “the New England way.”** This is the first of our new monthly Best Practices Newsletters specifically catering to the New England area of the United States. Just as the nationally-focused Best Practices 2000 newsletter highlights the 1999 “Best of the Best” top 100 best practices from across the country, this newsletter will share with you information about the FY 1999 “Simply the Best” award winners from

the New England area. In each monthly issue you can look forward to reading about the exemplary professional practices of housing and community development practitioners across the geographical area. Last year, we had a total of 16 award recipients, so we have a lot of interesting details to share with you – from specific information on the techniques used to establish the programs



or projects, to news articles and even photographs. We've listed all the 1999 “Best of the Best” and “Simply the Best” award re-

cipients from the New England area in this issue. There's also a photo gallery of the “Simply the Best” winners receiving their awards at the Departmental Best Practices and Technical Assistance Symposium in Kansas City, Missouri, this past July.

In sharing with you these examples of innovation and creativity, we hope to raise the standard for housing and community development by learning from and building upon the successes of our partners. We hope you enjoy the newsletter and look forward to sharing these wonderful models of community success with you.

Mary Lou Crane, Secretary's Representative
New England

Congratulations To You, Our 1999 “Best of the Best” and 1999 “Simply The Best” Award Winners “You Make Your Community Partners Proud”

“Hats Off” To Our 1999 “Best of the Best” Award Winners

1. Connecticut Loss Mitigation Task Force, Rocky Hill, CT
2. Manchester Lead Abatement Program, Manchester, CT
3. Homeward Bound, Burlington, VT

“Simply The Best” Winners

1. Regional Point-in-Time Survey of the Homeless, Norwalk, CT
2. Family Reunification and Employment Program, Hartford, CT
3. Omni Hotel, New Haven, CT

4. Emergency Response, Portland, ME
5. Cambridge Human Rights Commission, Cambridge, MA
6. Boston Home Center, Boston, MA
7. Springfield Housing Authority Energy Consortium, Springfield, MA
8. Manchester NAACP/New Hampshire HUD: Memorandum of Understanding, Manchester, NH
9. STEPS Program, Providence, Rhode Island
10. McClure Multi-Generational Center, Burlington, VT



New England “Simply The Best” winners

Simply the Best!



**Mary Lou Crane,
Secretary's Representative
and Melissa Leigh of the
Regional Point-in-Time
Survey of the Homeless**

**Mary Lou Crane,
Secretary's Representative and
Victor Rush of Family Reunification
and Employment Program**



**Mary Lou Crane,
Secretary's Representative
and William Battle
of the Omni Hotel**

**Sonja DeWitt,
Mary Lou Crane,
Marcia Braitwaite,
Quoc Tran and
Carmen Negrón
of Cambridge
Human Rights
Commission**



Regional Point-in-Time Survey of the Homeless

A consortium of local agencies developed and implemented a comprehensive survey to quantify the scope of homelessness in the greater Norwalk area. The survey provides a point-in-time count of the number of homeless people and an assessment of the reasons leading to their homelessness. The survey expansion is unique because, in the absence of a countywide planning agency or county system, support for the effort came from individual towns in the county.

Norwalk, CT

Family Reunification and Employment Program

The Family Reunification and Employment Program seeks to reunite fathers with their children and other family members. Of the 50 participants in the program, 12 have been reunited with their families, and the remaining 38 are providing for their children financially and emotionally.

Hartford, CT

Omni Hotel

Through an agreement with the Omni Hotel, residents of New Haven's Enterprise Community were trained to work in various positions with the hotel. The program trained and placed 89 people in jobs. To date, 80 of those individuals still work at the hotel.

New Haven, CT

Emergency Response

Franklin Towers is an older 16-story, 200-unit building that does not have a sprinkler system. To help make it a safe place to live, the Portland Housing Authority developed a 30-page Emergency Response Plan. Because of the Emergency Plan, a fire at the high-rise building in November 1998, resulted in just a few injuries, with severe damage to only one apartment.

Portland, ME

Cambridge Human Rights Commission

This Commission collaborated with the National Conference for Community and Justice and the Cambridge Public Library to host a 4-week series of racial dialogues. This series of dialogues helped people recognize discriminatory practices and raised awareness of civil rights laws.

Cambridge, MA

Boston Home Center

Boston established a one-stop Boston Home Center to make it easier for Boston residents, especially low-income individuals, to obtain comprehensive information and applications for a range of home purchase or repair programs and services in the city. The city provided direct financial assistance to 322 homebuyers and 1,382 trainees received certificates. The city increased its homeownership assistance from 134 in 1994, to 686 in 1997.

Boston, MA

Springfield Housing Authority (SHA) Energy Consortium

Following the deregulation of the utility industry, the SHA incorporated a nonprofit company to purchase utilities for 30 PHAs. The company used several successful energy performance contracts overseen by the SHA to purchase natural gas, oil, and electricity at wholesale rates. The aggregate savings for energy costs promise to be enormous over the life of this project.

Springfield, MA

Manchester NAACP/New Hampshire HUD: Memorandum of Understanding

The Manchester chapter of the NAACP and the New Hampshire State Office of HUD executed a Memorandum of Understanding in April 1999. The agreement provides for an exchange of information between the two organizations and its members in an effort to facilitate the formation of community partnerships. This formal relationship with a community-based group helps HUD promote equal opportunities for all individuals.

Manchester, NH

STEPS Program

Providence Housing Authority (PHA) has initiated the Strategies To Encourage Personal Success (STEPS), which assists families both in preparing adults for the transition from welfare to work and providing youth with computer skills and experiences needed in the job market. One outcome has been the reduction by 44 percent between 1995 and 1996, of calls for service to the police department from PHA communities.

Providence, RI

McClure Multi-Generational Center

The McClure Multi-Generational Center was a partnership of three nonprofit organizations that redeveloped a Brownfield site in an enterprise community neighborhood of Burlington. The three groups came together to share resources for funding the project. Intergenerational activities occur daily, formally and informally. The age range of people interacting is from 6 to 96.

Burlington, VT



**Mary Lou Crane, Secretary's
Representative and Sorrel Devine
of the STEPS Program**



**Dorenn Treacy, Mary Flaherty,
Janice Hamilton, Mary Lou Crane,
Bill Cotter and Brian Riley of
Boston Home**

*More of
the Best!*



**Mary Lou Crane, Secretary's Representative,
Syndi Zook and Angela Irvine of the
McClure Multi-Generational Center**

Yes, I would like to be placed on the Building A Better Tomorrow, HUD's Best Practices and Technical Assistance Forum newsletter mailing list. (Please print) Send the form to the Newsletter Editor.

Name _____

Address _____

Telephone _____

Fax _____

E-Mail _____



We are proud of your accomplishments in the New England area, and would like to share this information so that it can be replicated, making it possible to “Build A Better Tomorrow” for all.

Please help us do this by submitting articles for inclusion in your local newsletter using the following general guidelines:

1. Submit articles only on those “Simply The Best” winners listed on the 1st page of this newsletter.
2. Your submission should include:
 - Specific details on techniques used to establish the program/project (i.e., program mission, funding sources, marketing strategy, success rate, number of participants enrolled, pitfalls, number of full-time staff employed to carry out project, use of outside consultants/subcontractors, the need the activity will fill in the community) and any other information that may be used as a blueprint for replication.
 - Photographs of the facility or activity, local or national articles written on the project, and the program write-up submitted with your Best Practices nomination application. Please note: we are unable to return photographs, so please send copies. If you take photographs, please use black and white film (however, color photographs can be accepted).
 - A Best Practices Coordinator contact person, including telephone number and e-mail address.
 - All articles must be received no later than the first of each month, although, we welcome articles in advance. Articles must be submitted through your Secretary’s Representative or Senior Community Builder via their designated Best Practices Coordinator, or to the newsletter editor at the address listed below or via e-mail.

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